

Amendments to the Claims:

Please amend the claims as instructed in the marked-up version of the Listing of Claims presented below. This listing of claims will replace all prior versions and listings of claims in the application.

Listing of Claims

1. (Currently Amended) A method for renting to a customer a self-storage unit located at a self-storage facility, said method adapted to facilitate transactions with customers including customers who lack appreciable skills in computer operation, said method adapted to enable customers to respond to questions and instructions not requiring specialized knowledge or skills on the part of the customers, said method comprising the steps of:

providing a customer service area including a customer service counter, the customer service counter having a rental agreement viewing area which is viewed by at least one camera positioned in the customer service area, the customer service counter being configured to minimize glare in images captured by the at least one camera, at least one image captured by the at least one camera being viewable by a remote manager, the remote manager being a person who is remote from the customer service counter, the customer service area being independent of a computer-generated customer menu interface and manipulable customer input buttons;

establishing voice communication between ~~[[a]]~~ the remote manager and a customer entering the customer service area using a communication link so that the customer and the remote manager can orally communicate using the communication link~~[[;]]~~,

wherein the customer can orally ~~communicating~~ communicate to the remote manager through the communication link an indication of the storage needs of the customer~~[[;]]~~, and

wherein the remote manager can orally ~~communicating~~ communicate to the customer through the communication link a recommended self-storage unit;

providing an access controller by which the remote manager can remotely ~~the remote manager facilitating inspection of the recommended self-storage unit by the customer, the step of the remote manager facilitating inspection of the recommended self-storage unit including the step of providing~~ provide the customer access to the recommended self-storage unit so the customer can inspect the recommended self-storage unit; and

providing the customer a hardcopy rental agreement form having at least a portion to be filled out manually with inserted data by the customer, as directed by the remote manager,
~~the remote manager directing the customer to fill out portions of the hardcopy rental agreement form;~~

~~the customer inserting certain data on the hardcopy rental agreement form as directed by the remote manager;~~

~~the customer placing the hardcopy rental agreement form on the rental agreement viewing area; and~~

~~the remote manager verifying at least some of the inserted data being verifiable by the remote manager using with the output of the at least one camera, at least one image captured by the at least one camera allowing the remote manager to view an image of the hardcopy rental agreement placed on the rental agreement viewing area by the customer.~~

2.-3. (Canceled)

4. (Previously Presented) The method of claim 1 wherein the step of establishing voice communication between the remote manager and the customer includes the step of automatically telephoning the remote manager when the customer activates a customer service area door contact by entering the customer service area through a door.

5. (Previously Presented) The method of claim 1 wherein the step of establishing voice communication between the remote manager and the customer includes the step of automatically effecting voice communication between the remote manager and the customer in response to the customer entering the customer service area.

6. (Previously Presented) The method of claim 1 wherein the step of establishing voice communication between the remote manager and the customer includes the step of automatically telephoning the remote manager when the customer picks up a telephone receiver disposed within the customer service area.

7. (Currently Amended) The method of claim 1 wherein ~~the step of the remote manager orally communicating to the customer a recommended self-storage unit~~ includes the steps of the remote manager ~~identifying~~ identifies a self-storage unit which can accommodate the storage needs of the customer, and the remote manager ~~recommending~~ recommends to the

customer a self-storage unit within the self-storage facility that can accommodate the storage needs of the customer.

8. (Currently Amended) The method of claim 1 wherein, ~~the step of providing the customer access to the recommended self-storage unit includes the step of~~ with the access controller, the remote manager can selectively remotely ~~opening~~ open an access gate to allow the customer access to and egress from the self-storage unit.

9. (Currently Amended) The method of claim 8 wherein ~~the step of selectively remotely opening an access gate includes the step of the remote manager viewing~~ an image of the customer is viewable by the remote manager with using an on-site camera as the customer approaches the access gate.

10. (Previously Presented) The method of claim 1 wherein the hardcopy rental agreement form includes pre-printed self-storage unit identification information.

11.-38. (Canceled)

39. (Currently Amended) The method of claim 1 ~~and further comprising the step of the remote manager observing the customer by viewing~~ wherein at least one image of the customer, generated by a camera positioned in at least one of the customer service area and the self-storage facility, is viewable by the remote manager to observe the customer.

40. (Currently Amended) The method of claim 1 ~~and further comprising the step of the remote manager observing~~ wherein at least some of the self-storage units are viewable by the remote manager using with a camera positioned in at least one of the customer service area and the self-storage facility.

41. (Currently Amended) The method of claim 1 wherein the customer service area includes a merchandise cabinet having merchandise therein of possible interest to the customer, and further comprising the step of providing a cabinet access controller by which the remote manager can selectively remotely ~~unlocking~~ unlock the merchandise cabinet to allow the customer access to at least some of the merchandise.

42. (Currently Amended) The method of claim 1 wherein the customer service area includes a door, and further comprising the step of providing a door access controller by which the remote manager can selectively remotely ~~locking~~ lock the door to limit entry into the customer service area.

43. (Currently Amended) The method of claim 1 wherein the inserted data includes personal data and payment data, and ~~further comprising the steps of the customer providing wherein~~ information corresponding to at least some of the inserted data and provided by the customer is verifiable, and by the remote manager, verifying the information using with a camera positioned in the customer service area.

44. (Currently Amended) The method of claim 1 wherein the customer service counter includes a second viewing area for placement of at least personal identification information and payment information by the customer, the personal identification information including a customer photo-bearing identification card, the payment information including credit card or check information, wherein the second viewing area is viewed by at least one associated camera positioned in the customer service area and adapted to provide clearly defined images of the personal identification information and payment information, the second viewing area being distinct from the rental agreement viewing area, wherein the at least one associated camera allows the remote manager to view an image of the second viewing area from the remote location, wherein the inserted data in the hardcopy rental agreement includes personal data and payment data corresponding at least in part to the information in the second viewing area, and ~~further comprising the steps of the customer providing information corresponding to at least some of the inserted data, the customer placing the information on the second viewing area,~~ and wherein the remote manager can ~~verifying~~ verify correctness of the inserted data in the hardcopy rental agreement ~~the information~~ by viewing at least one image of the second viewing area captured by the at least one associated camera and comparing information in the at least one image with the corresponding data inserted by the customer in the hardcopy rental agreement, ~~the at least one image allowing the remote manager to view an image of the information corresponding to the at least some of the inserted data placed on the second viewing area by the customer.~~

45. (Previously Presented) The method of claim 1 wherein the customer service counter is painted a dark color to minimize glare.

46. (Previously Presented) The method of claim 1 wherein the customer service counter is illuminated with milky white lights to minimize glare.

47. (Currently Amended) The method of claim 1 and further comprising the ~~steps~~ step of providing a rental agreement drop box for depositing completed hardcopy rental agreement forms, ~~and wherein~~ the customer ~~can inserting~~ insert a completed hardcopy rental agreement form in the drop box.

48. (New) The method of claim 44 wherein the at least one associated camera of the second viewing area includes a selected lens and neutral light filter.